

CLAIMS

Claims 1-18 (previously cancelled).

Claims 19-26 (cancelled).

Claims 27-34 (previously cancelled)

35. (New) An information management network system for routing information to one or more recipients, said network system comprising:

- a) means for receiving information from a monitoring system;
- b) one or more user profiles, each of the one or more user profiles comprising one or more specified notification contact data entries and a specified notification contact flow sequence;
- c) means for selecting a single user profile corresponding to the monitoring system and for retrieving the selected single user profile;
- d) means for extracting from the selected single user profile the one or more specified notification contact data entries and the specified notification contact flow sequence;
- e) means for identifying from each of the one or more notification contact data entries one or more communication receiving devices and for each such device a device-specific format, each of said communication receiving devices being configured both to receive messages in device-specific formats and to transmit a response message back to the information monitoring network;
- f) means for generating from the information received from the monitoring system and from

each of the one or more notification contact data entries one or more interactive event notifications, each in a device-specific format corresponding to each of the one or more configured communication receiving devices;

g) means for transmitting said one or more interactive event notifications in device-specific formats to each of the one or more configured communication receiving devices either sequentially or simultaneously according to the specified notification contact flow sequence;

a) h) means for receiving from each of the one or more communication receiving devices, either sequentially or simultaneously according to the specified notification contact flow sequence, additional information or instructions containing specified subsequent actions to be taken by the network;

i) means for altering the specified notification contact flow sequence according to the specified subsequent actions contained in the additional information or instructions received from each of the one or more configured communication receiving devices; and

j) means for carrying out subsequent actions to be taken by the network according to the altered specified notification contact flow sequence.

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36. (New) The information management network system of Claim ~~35~~<sup>1</sup> wherein the monitoring system is a premises monitoring system.

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37. (New) The information management network system of Claim ~~35~~<sup>1</sup> wherein the information received from a monitoring system comprises an alarm or event notification.

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~~38.~~ (New) The information management network system of Claim ~~36~~ wherein the premises monitoring system is located remotely from the network system at a remote premises.

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~~39.~~ (New) The information management network system of Claim ~~35~~ wherein the user is a customer of an entity maintaining the information management network system.

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~~40.~~ (New) The information management network system of Claim ~~35~~ additionally comprising a premises monitoring system.

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~~41.~~ (New) The information management network system of Claim ~~35~~ additionally comprising

- a) one or more event logs corresponding to the one or more user profiles; and
- b) means for storing in the event log information comprising the information received from the monitoring system and information regarding the one or more interactive event notifications sent by the network.

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~~42.~~ (New) The information management network system of Claim ~~41~~ additionally comprising means for the user to access and retrieve information stored in the event log.

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~~43.~~ (New) The information management network system of Claim 1 additionally comprising:

- a) means for enabling a user to remotely access the user's user profile and the corresponding event log; and
- b) means for enabling the user, after having accessed the user's profile, to change the specified notification contact data entries and the specified notification contact flow sequence, thereby changing the order and manner in which event notifications are

transmitted to the one or more configured communication receiving devices.

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~~44.~~ (New) The information management network system of Claim ~~43~~ wherein the means for enabling a user to remotely access the user's user profile and the corresponding event log is either a telephone interface or an internet interface.

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~~45.~~ (New) The information management network system of Claim ~~35~~ in which the one or more configured communication receiving devices to which interactive event notifications are directed are selected from the group: cell phone, e-mail, pager, land line phone, text messaging device, short messaging system, facsimile machine, and all combinations thereof.

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~~46.~~ (New) The information management network system of Claim ~~35~~ in which at least one of the one or more configured communication receiving devices is located at a staffed central station, and in which the device-specific format is a security industry data format, whereby the staffed central station is enabled to notify emergency authorities of the information received from the monitoring system.

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~~47.~~ (New) The information management network system of Claim ~~46~~ in which the staffed central station is enabled to send notification of an event to the user's home and to route a notification to the user at another location either concurrently with the notification to the home or sequentially.

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~~48.~~ (New) The information management network system of Claim ~~35~~ additionally comprising a means for voice telephone conferencing.

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~~49.~~ (New) The information management network system of Claim ~~35~~ additionally comprising means for sending out messages to users reminding them to update their user profiles.

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~~50.~~ (New) The information management network system of Claim ~~49~~<sup>15</sup> wherein the means for

sending out messages to users comprises via email providing a link whereby to the web site for users can update their user profiles.

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~~51.~~ (New) The information management network system of Claim ~~49~~<sup>15</sup> wherein the means for

sending out messages to users comprises a telephone interface, whereby the user is enabled to use the telephone key pad to update the user's user profile.

52. (New) An information management network alarm and event routing system comprising:

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- a) a first communications interface configured so that a circuit from a security or premises monitoring system is able to connect on demand to the information management network and transmit thereto at least one signal comprising a notification string from the security or premises monitoring system;
  - b) at least one database server having at least a first memory segment and a second memory segment, the first memory segment comprising an event log database and the second memory segment comprising a customer profile database;
  - c) an alarm monitoring engine configured to receive a notification string from the first communications interface, to translate the notification string into a translated notification string capable of being sent in text or voice format, to extract from either the notification string or the translated notification string a customer identification number, to enter said notification string or said translated notification string in the event log database, and to retrieve from the customer profile database using the extracted customer identification number at least account type, alarm type, notification contact data, and call flow
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sequence;

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- d) a second communications interface capable of receiving alarm transmission instructions, accessing at least one alarm receiving device, and further capable of simultaneously accessing all plural combinations of all of the at least one alarm receiving device and connecting to said device or plural combinations of devices;
  - e) an interactive messaging server comprising at least an event notification engine configured to receive the translated notification string from the alarm monitoring engine, to receive the at least account type, alarm type, notification contact data, and call flow sequence from the alarm monitoring engine, to sequentially select an alarm receiving device or simultaneously select a plurality of alarm receiving devices according to the notification contact data and call flow sequence received from the alarm monitoring engine, to select a correct transmission format for each alarm receiving device, and to transmit the translated notification string to the second communications interface in the correct transmission format either sequentially or simultaneously according to the call flow sequence;
  - f) at least one communications circuit connected to the second communications interface, said communications circuit capable of accessing and sending notification messages in the correct format to at least one alarm receiving device according to the call flow sequence and notification contact data;
  - g) a telephony interface and a telephony server capable of receiving telephone inquiries and instructions from a customer and configured so that the customer can alter the customer's
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customer profile in the customer profile database and can retrieve information from the event log;

h) a web interface and a web server, whereby the customer can alter at least one of the notification contact data and call flow sequence and can retrieve information from the event log; and

i) a telephone conference switching mechanism;

a) whereby alarm and event notifications are routed to predesignated contacts stored in the customer profile database.

53. (New) The information management network alarm routing system of Claim 52 in which the first communications interface is selected from the group: telephony server; cable modem; internet protocol server; telephony server plus cable modem; telephony server plus internet protocol server; cable modem plus internet protocol server; telephony server plus cable modem server plus internet protocol server.

54. (New) The information management network alarm routing system of Claim 52 in which the at least one alarm receiving device is selected from the group cell phone, e-mail, pager, land line phone, text messaging device, short messaging system, facsimile machine.

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55. (New) A method of routing information to one or more recipients comprising the steps of:

a) receiving information from a monitoring system;

b) storing one or more user profiles, each of the one or more user profiles comprising one or more specified notification contact data entries and a specified notification contact flow

sequence;

- c) selecting a single user profile corresponding to the monitoring system
- d) retrieving the selected single user profile;
- e) extracting from the selected single user profile the one or more specified notification contact data entries and the specified notification contact flow sequence;
- f) identifying from each of the one or more notification contact data entries one or more communication receiving devices and for each such device a device-specific format, each of said communication receiving devices being configured both to receive messages in device-specific formats and to transmit a response message back to the information monitoring network;
- g) generating from the information received from the monitoring system and from each of the one or more notification contact data entries one or more interactive event notifications, each in a device-specific format corresponding to each of the one or more configured communication receiving devices;
- h) transmitting said one or more interactive event notifications in device-specific formats to each of the one or more configured communication receiving devices either sequentially or simultaneously according to the specified notification contact flow sequence;
- i) receiving from each of the one or more communication receiving devices, either sequentially or simultaneously according to the specified notification contact flow sequence, additional information or instructions containing specified subsequent actions



to be taken by the network;

- j) altering the specified notification contact flow sequence according to the specified subsequent actions contained in the additional information or instructions received from each of the one or more configured communication receiving devices; and

carrying out subsequent actions to be taken by the network according to the altered specified notification contact flow sequence.